

How To Choose The Right **REPLACEMENT WINDOW CONTRACTOR...** *The First Time.*



Compliments Of

LIFETIME

Windows

**Your Comprehensive Guide
to Making the Right Decision
for your Home and Family**



Dear Homeowner,

So you're thinking about investing in new windows for your home? Congratulations! When the right window is chosen and then installed by a trusted and experienced professional, your new window can offer a lifetime of enjoyment and pleasure, as well as make a dramatic improvement to the look and feel of your home. Unfortunately, we've all heard horror stories about home improvement projects gone bad – unfinished work, poor workmanship, longer than promised completion times, final bills that come in higher than the original quote, the contractor going out of business in the middle of a project, and so on. It's astonishing to know that according to Better Business Bureau statistics, contractors are one of the most complained about industries.

A significant portion of our business comes from satisfied customers in the form of referrals and repeat business, yet I've noticed over the years that some consumers choose less-than-reputable companies to do work for them, usually because they were quoted a lower price. Don't get me wrong, I'm all for good, honest competition. But it's agonizing for me to watch good people risk their hard-earned money with a contractor who may not be able to provide a quality product and may or may not be in business in the future for any warranty issues that could arise.

Needing Tougher Industry Standards

I wanted to find a way to educate consumers about how to choose a window professional. In some ways, the industry standards just aren't tough enough. Just about anybody with a hammer and a pickup truck can call himself a contractor. That's why I've pioneered the standards included in this Windows Investment Handbook. This handbook suggests that all contractors uphold a high set of standards that will allow you to judge BEFOREHAND whether or not a contractor is likely to do the job right...*THE FIRST TIME!* This handbook specifies these standards.

Before you hire a contractor to work on your home, consult this handbook and INSIST that the company complies with EVERY SINGLE STANDARD set forth here. If you do, chances are excellent you'll get exactly what you want out of your new windows for your home.

I hope you find this handbook beneficial, and I wish you the best in all of your remodeling endeavors

Sincerely,
Jeff Briar,
President



Jeff Briar

- Certified Residential Contractor since 1984
- Founded Lifetime Enclosures in 1990
- 15,000 sq. ft. Production Facility and Showroom
- Served several years as President of the N.E. Florida Chapter of the Aluminum Association of Florida
- Board Member of the Better Business Bureau
- Over 3 decades of experience customizing homes throughout North Florida & South Georgia
- In 2018, Lifetime Enclosures evolved into The Lifetime Family with the acquisition of Lifetime Flooring



STABILITY

As a consumer, you want to make sure any contractor you do business with has proven themselves in the past, and will be there for you if needed in the future. Look for financial stability, longevity and customer satisfaction.

Choosing a reliable company is an important decision - protect your investment - spend the time and visit their place of business. You may save yourself a lot of heartache in the future.

As you know, after the decline in the economy in 2008 many companies ceased to exist. Unfortunately, this left their customers without warranties. Not having an enforceable warranty can be costly, time consuming and aggravating, to say the least. A small investment of your time now will pay you long term dividends in the future.



LIFETIME Family

Est. 1990

LIFETIME
Enclosures
INC.

LIFETIME
Windows

LIFETIME
Flooring

REPUTATION

It's been said, "It takes 20 years to build a good reputation, and just 5 minutes to ruin it." 'Word of Mouth' and referrals have always been and will continue to be the best form of advertising. Real life experiences and testimonials from friends, relatives and neighbors will give you a good feeling and peace of mind regarding your investment.

AWARDS

Industry leaders frequently make decisions that affect quality and customer service. These choices reflect a company's reputation and longevity. Several associations monitor and gauge these efforts to help uphold high standards and also aid in developing new products and designs. When researching companies, inquire about what awards they may have that validate their contributions to the industry and their commitment to excellence.

COMMUNITY AWARENESS

Always keep an eye on the company with an active community awareness and participation. These contractors tend to be more sensitive about their reputation than others less involved are, and they work harder at maintaining their good name. For instance, in the enclosure industry, being a member of the Aluminum Association of Florida is crucial, as is membership in the Better Business Bureau and the Chamber of Commerce.

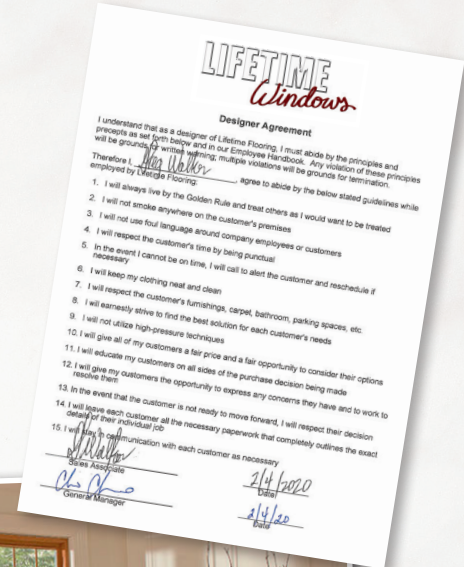


Over 15,000 Smiles...

All legitimate contractors should be able to provide a large number of references for their potential customers to contact or visit. Any company can hand pick 2 or 3 satisfied customers; however, a reputable company will allow you to review their ENTIRE customer list, which should consist of several thousand references. It's a good idea to speak with not only recent customers but past customers as well to discuss the experience they had with the company.

PROFESSIONALISM

A good home improvement company does not just do good work. They also understand that when dealing with customers, it's often times the little things that make a big difference. You should find a contractor who shows you respect by the way he treats you, the way he looks, the way he treats your property and how he pays attention to details. Check any contractor you are considering using against these standards of professionalism found on the next few pages.



"The staff and installers were professional, friendly, and knowledgeable. Great communication, and quick and perfect install. Looks amazing! Highly recommend!"



Questions? Need More Information?
Call 904-731-5580 or visit www.LifetimeWindowsJax.com

"FOR THE VIEW OF A LIFETIME!"

WORKMANSHIP

Only a company thoroughly confident in their abilities offer the strongest and most comprehensive warranties in windows today. Taking care of customers quickly and efficiently is vitally important in maintaining longevity in the community. You should never have to speak to an answering service or wait for days to get a response. Your message should be received by a live person and quickly taken care of. Naturally, you will want to check the stability and reputation of the contractor to make sure he'll be around to fulfill the warranty if necessary.

"Lifetime did a fantastic job in our home. Greg was wonderful to work with. Highly recommend this company."



◀ **SINGLE & DOUBLE HUNG**



▲ **GLIDING**



▲ **CASEMENT**



◀ **PICTURE**



◀ **SPECIALTY**

"The staff and installers were professional, friendly, and knowledgeable. Great communication, and quick and perfect install. Looks amazing! Highly recommend!"

Contractor Evaluation Checklist

After reading this guide, use this checklist to evaluate any contractor you are considering hiring

Sections	What to look for	LIFETIME <i>Windows</i>	Contractor A	Contractor B
Stability	Picture Of Owner, Buildings, Personnel, Etc	Yes		
Stability	Contractor's & Business Licenses	Yes		
Stability	Insurance Certificates	Yes		
Reputation	BBB & Chamber Of Commerce Membership	Yes		
Reputation	Awards	Yes		
Reputation	Customer List- Over 15,000 Smiles	Yes		
Professionalism	Designer Agreement	Yes		
Professionalism	Assurance Of Lowest Price	Yes		
Workmanship	Money Back Guarantee	Yes		
Workmanship	Comprehensive Warranty	Yes		
Workmanship	Completed Project Photos	Yes		
Project Completion	Trusted In House Window Installation	Yes		

Contractor's and Business Licenses*

Contracting companies should have a State Certified Contractor qualify their business. For your protection, it is recommended that the qualifier be the owner of the company and have been operating under the same name for a minimum of 5 years.

*See representative for current license



Insurance Certificates*

Confirm in writing that your contractor carries a general liability insurance policy by requesting a certificate of insurance form prior to commencement of the job. Conscientious contractors carry no less than \$1,000,000 of General Liability coverage. If your contractor's insurance policy doesn't cover potential damages, then the contractor is liable. If he cannot cover the damages himself, you may have no legal recourse and may end up paying for any possible damages or injuries yourself. Many contractors are not financially stable... and don't carry proper insurance coverage/limits to protect you against losses.

*See representative for current certificate.



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LIFETIME Enclosures INC.

904-731-5580

5521 CHRONICLE COURT,
JACKSONVILLE FL 32256

LifetimeEnclosures.com

- SUNROOMS
- SCREEN ENCLOSURES
- PATIO COVERS
- OUTDOOR KITCHENS
- AND MUCH MORE

LIFETIME Windows

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- SINGLE & DOUBLE HUNG
- CASEMENT
- GLIDING
- PICTURE
- SPECIALTY

LIFETIME Flooring

904-730-4152

8440 PHILIPS HIGHWAY,
JACKSONVILLE FL 32256

LifetimeFlooringJax.com

- HARDWOOD
- TILE
- LUXURY VINYL PLANK
- CARPET
- LAMINATE

**STOP BY ONE OF OUR SHOWROOMS
OR CALL US TODAY TO SCHEDULE YOUR FREE IN-HOME CONSULTATION!**